

**FRESNO, CALIFORNIA
CLASS SPECIFICATION**

EMERGENCY SERVICES DISPATCH SUPERVISOR

FLSA STATUS:

Exempt

CLASS SUMMARY:

The Emergency Services Dispatch Supervisor is the third level in a three level Dispatch series. Incumbents are responsible for supervising employees and operations on an assigned shift that answer and prioritize emergency and non-emergency calls for service and dispatching emergency personnel to crime scenes and service requests on multi-channel radios and computer aided dispatch systems.

The Emergency Services Dispatch Supervisor is distinguished from the Senior Emergency Services Dispatcher by its first-line shift supervisory responsibilities.

TYPICAL CLASS ESSENTIAL DUTIES: (These duties are a representative sample; position assignments may vary.)

**FRE-
QUENCY**

- | | | |
|----|---|--------------|
| 1. | Supervises staff to include prioritizing and assigning work; coaching; conducting performance evaluations; ensuring staff are trained; ensuring that employees follow policies and procedures; maintaining a healthy and safe working environment; and, making hiring, termination, and disciplinary recommendations. | Daily
20% |
| 2. | Supervises the daily operation in assigned administrative support area, which includes; planning, coordinating, administering, and evaluating projects, processes, procedures, systems, and standards; developing and coordinating work plans, participating in the development of goals and objectives; and, ensuring compliance with applicable Federal, State, and Local laws, regulations, codes, and/or standards. | Daily
20% |
| 3. | Supervises and participates in monitoring radio channels and dispatching appropriate public safety personnel, ensuring dispatch of field personnel requests for back-up or traffic-related assistance. | Daily
15% |
| 4. | Supervises and participates in running driver's license, vehicle registration, wants, and warrant information checks through the CAD computer system to CLETS and NCIC for outstanding warrants or other information; confirms and relays information to originating field personnel. | Daily
15% |
| 5. | Supervises and participates in retrieving a variety of information from applicable local, regional, State, and National databases. | Daily
10% |
| 6. | Receives and transmits coded messages to and from sworn and non-sworn personnel. | Daily
5% |

**FRESNO, CALIFORNIA
CLASS SPECIFICATION**

EMERGENCY SERVICES DISPATCH SUPERVISOR

<u>TYPICAL CLASS ESSENTIAL DUTIES:</u> (These duties are a representative sample; position assignments may vary.)		<u>FRE- QUENCY</u>
7.	Investigates complaints and responds to citizen inquiries, including unusual and complicated calls and situations.	Daily 5%
8.	Troubleshoots, implements, and/or coordinates the resolution of computer system and radio problems.	Daily 10%
9.	Prepares and maintains a variety of records, files, reports, and/or other related information related to operational activities for assigned shift.	Daily 10%
10.	Participates in a variety of meetings, committees, and/or other related groups to receive and convey information, including facilitating staff briefings prior to the commencement of each shift.	Daily 5%
11.	Participates in developing and implementing emergency communication procedures and policies.	Monthly 5%
12.	Performs other duties of a similar nature or level.	As Required

Training and Experience (positions in this class typically require):

- Sixty units of college level coursework in a related field and five years of dispatch experience in similar size agencies using similar operating systems are required;
OR
- An equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

Licensing Requirements (positions in this class typically require):

- Basic Class C License
- Successful completion of: polygraph test, psychological examination, medical examination, and an extensive background investigation

FRESNO, CALIFORNIA

CLASS SPECIFICATION

EMERGENCY SERVICES DISPATCH SUPERVISOR

Knowledge (position requirements at entry):

Knowledge of:

- Supervisory principles and practices;
- Law enforcement communication operations systems principles, practices and operating characteristics;
- FCC regulations governing voice radio and telephone communications;
- Alpha/numeric codes;
- Applicable Federal, State and Local laws, codes, ordinances, policies, procedures, rules and regulations;
- Customer service policies, principles and practices;
- Office procedures, principles, practices and equipment;
- Basic geography;
- Recordkeeping principles and practices.

Skills (position requirements at entry):

Skill in:

- Monitoring and evaluating the work of subordinate staff
- Prioritizing and assigning work; detail oriented and ability to multi-task
- Training employees in proper work methods
- Prepare and proofread clear, concise, and comprehensive reports, records, and other written documents
- Operating a variety of equipment and systems utilized in emergency service dispatch activities.
- Using computers and applicable software applications
- Providing customer services
- Keyboarding
- Working with multiple interruptions while conducting multiple tasks
- Exercising sound judgment
- Interpreting, applying and explaining applicable laws, codes, ordinances, policies, procedures, rules and regulations
- Remaining calm in stressful and emergency situations
- Dealing tactfully with difficult people both telephonically and in person
- Reading and comprehending maps
- Ability to prepare and make effective oral presentations
- Communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, business, organizations, elected and appointed officials, media, etc. sufficient to exchange or convey information, give/receive work direction

**FRESNO, CALIFORNIA
CLASS SPECIFICATION**

EMERGENCY SERVICES DISPATCH SUPERVISOR

Physical Requirements:

Positions in this class typically require: feeling, finger dexterity, grasping, hearing, and repetitive motions, seeing and talking.

Light Work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or negligible amount of force constantly to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for Sedentary Work and the worker sits most of the time, the job is rated for Light Work.

Note:

The above job specification is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.

Classification History:

Draft prepared by Fox Lawson & Associates (LM)

Date: 12/2007

Reviewed by the City of Fresno

Date: 5/2008